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L12	37	("6011794").URPN.	USPAT	OR	OFF	2004/11/30 15:57
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2 Customer relationship management in e-commerce: the call center solution*Ohaegbu, K.; Devgan, S.S.;*

Southeastcon 2000. Proceedings of the IEEE, 7-9 April 2000

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4 Convergence between public switching and the Internet*Schoen, U.; Hamann, J.; Ugel, A.; Kurzawa, H.; Schmidt, C.;*

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Global Telecommunications Conference, 2003. GLOBECOM '03. IEEE , Volume 6 , 1-5 Dec. 2003

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Santivanez, C.; Stavrakakis, I.;

Selected Areas in Communications, IEEE Journal on , Volume: 17 , Issue: 7 , 1999

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2 Implementation of EC payment system using the telephone number
Il-Woo Lee; Dong-Man Jang; Dae-Ung Kim; Sang-Ha Kim;

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3 Advanced services architectures for Internet telephony: a critical overview
Glitho, R.H.;

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4 Managing your privacy in an on-line world
McCandless, M.;

Expert, IEEE [see also IEEE Intelligent Systems] , Volume: 12 , Issue: 1 , Jan 1997

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